

Fort Bend County
Bid 20-074 Depository Bank Services

Q&A #1

Question 1: Online Payment Web Service - Is this an online system for the County to make payments/wires or is FBC looking to accept credit/debit card payments online.

Answer: Online system for the county to make and receive payments/ incoming & outgoing wires/ ach credits & debits

Question 2: Can you provide a recent account analysis statement?

Answer: Not available.

Question 3: Due to current social distancing orders that may still be in effect when the RFP is due, will the County accept an emailed copy instead of printed copies? If so, we can provide printed copies at a later date when social distancing orders have been lifted.

Answer: No. Please follow the requirements stated in the RFP.

Question 4: Please confirm the number of non-interest bearing accounts as both twenty and (6) are mentioned in this section.

27.1.1 The County currently has one hundred nineteen (119) interest-bearing accounts and twenty (6) non-interest bearing accounts and one (1) Controlled Disbursement account. Additional accounts may be opened at any time. The earnings credit on the non-interest bearing accounts shall apply against the monthly service charges for other bank services.

Answer: Six (6) non-interest bearing accounts

Question 5: Is the County utilizing the “Online Payment Web Service” service for making outgoing payments such as wires, or is the County utilizing this service for the collection of credit, debit card, and ACH “e-check” payments via online? If for collection of payments, can the County provide volumes for all applicable payment types under this solution?

Answer: Online system for the county to make and receive payments/ incoming & outgoing wires/ ach credits & debits

Question 6: Can the County provide an account analysis statement for review?

Answer: Not available.

Question 7: Can the County describe the use of services under Outsourced Disbursement Services? Primarily, “Online Doc. Presentment Branded Website”, and “Check to ACH Conversion (P-Net)”.

Answer: This is not a Tax Office requirement and we can offer no explanation.

Question 8: Are merchant services a component of this RFP, and if so, can the County provide volumes?

Answer: Tax Office is not willing to consider merchant services at this time.

Question 9: How many accounts will originate ACH transactions?

Answer: Approximately 10 accounts in total, including Tax Office accounts. Tax Office has 5 or 6 accounts.

Question 10: How many ACH Credits does the County receive, and how does the County post these items?

Answer: Over 1,600 ach credits received. After ach credits are identified and receipted the funds are transferred between accounts into the appropriate accounts.

Question 11: How many accounts utilize eLockbox services, and how many items are received for Billpay and eLockbox items?

Answer: Tax Office does not use an eLockbox.

Question 12: What type of online decisioning tools are required for eLockbox?

Answer: N/A for Tax Office

Question 13: Can the County provide volumes for branch, vault, and Smart Safe (Virtual Vault) orders and deposits?

Answer: Tax Office is not sure what this is.

Question 14: What type of deposit bags are used?

Answer: Clear Fort Knox deposit bags 9x12 & 12x16

Question 15: Will the County consider using 2-part standard deposit bags for currency and check deposits?

Answer: 2-part deposit bags can be considered.

Question 16: What type of deposit slips are required? Do the deposit slips have a location identifier?

Answer: Carbonless 2-part with location identifier including account number

Question 17: Please indicate the source of “On-Us” and “Transit” items deposited, (eg. lockbox, vault, or other processes).

Answer: On-Us -online transfers between accounts

Transit -checks deposited with deposit slips delivered to bank

Question 18: Do you use an RCK process today, and does the County plan on continuing this service?

Answer: Yes, Yes

Question 19: What brand and model no. scanner(s) does the County utilize for scanning checks remotely?

Answer: Digital Check Teller Scan TS240

Question 20: How many locations have check scanners?

Answer: Six (6)

Question 21: Will the County consider using a check scanner that is not integrated with credit card?

Answer: Yes, integration is not necessary

Question 22: Will the County consider using remote check capture services without a check guarantee services?

Answer: This is not a Tax Office requirement

Question 23: How many checks are rejected from the check guarantee service?

Answer: This is not a Tax Office requirement. We do not use.

Question 24: Will the County consider a lockbox processing site greater than 50 miles from your offices, and if so, what are the additional requirements?

Answer: Must be within 50 miles of Fort Bend County, not necessarily our offices. Otherwise, No.

Question 25: How many lockbox addresses are required?

Answer: One (1)

Question 26: Does the County own its PO Box numbers?

Answer: PO Box is no longer used No, PO Box used by Tax Office is provided by Bank

Question 27: Aside from tax payments, are other payments processed through lockbox currently?

Answer: No other payments for Tax Office besides property taxes.

Question 28: Will the lockbox remain open during non-peak season? If not, will the items be returned to the County as unprocessed during that time?

Answer: Tax Office only uses lockbox during Active season. Items sent to Tax Office during Inactive season. See 28.2

Question 29: Does the County post cash on weekends? If not, would the County consider it?

Answer: No cash is posted on weekends and there is no foreseeable intent.

Question 30: Will the County consider lockbox processing without capturing the envelope image or postmark?

Answer: No

Question 31: Please confirm that the processor is required to backdate items received on a weekend should month-end occur at the same time.

Answer: Yes

Question 32: Can the County provide copies of billing notices sent for lockbox processing?

Answer: Not available.

Question 33: Does the County require the back of payment coupons, or any additional documents to be imaged?

Answer: Front and back images for checks and front only for coupons and envelopes

Question 34: Please confirm if the County requires the lockbox processor to forward any cash items as unprocessed.

Answer: Cash received with a coupon should be posted. See 28.10.1 and 28.10.2

Question 35: Will the County consider eliminating the special sorts and to process all eligible items received in the lockbox into a single category?

Answer: Yes

Question 36: What data elements are required for cash posting? Please list fields, length and properties.

Answer: Same as for checks

Question 37: Please provide the data file layout for the lockbox accounts receivable data transmission.

Answer: We are unable to provide this at this time

Question 38: Will the County consider receiving a lockbox image transmission in a multi TIF image format with an associated index file?

Answer: Yes

Question 39: Does the County desire online decision services with the Lockbox? Within the eLockbox?

Answer: No

Question 40: Please provide information for the following:

Answer:

- *Average number of coupons processed per month. **11,000***
- *Average number of items processed with a coupon and an additional document. **Minimal***
- *Average number of check only items received and/or processed per month. **Minimal***
- *Average check amount. **No idea***
- *Number of data transmissions required per day. **One***

Question 41: Are municipal securities such as the kinds included in Chapter 116.054 of the Texas Local Government Code acceptable to be pledged as collateral on the County's deposits, or is the County's list of acceptable collateral more narrowly restricted to only the kinds of U.S. Government securities specifically named in Section 26.2 of the RFP?

Answer: Municipal securities are not considered acceptable as per the RFP requirements. Section 26.2 should be read to include Federal National Mortgage Association and Federal Home Loan Mortgage Corp securities.

Question 42: Can the County provide average volumes for seized funds.

Answer: They vary each year depending on drug activity. Only about three out of six accounts have much activity. There were approximately 80 deposits in 2018 and 65 deposits in 2019. Approximately three deposits were made directly at a bank location by Narcotics Officers.

Question 43: Please describe the use of Internet Transfer Deposit, noted as volume of 1,314. Is the County moving funds manually, or is this an automatic account sweep (e.g. transfers for Zero Balance Accounts)

Answer: The tax office moves funds manually as needed between accounts.

Question 44: If the County has Zero Balance Accounts, please provide volume.

Answer: Not used at this time

Question 45: Would the County consider at least a one week extension?

Answer: Not at this time

Question 46: “27.1.5 Depository Bank will have all departments work with the Fort Bend County Tax Assessor-Collector and their various departments daily during tax season to verify incoming and outgoing funds for investment purposes. This will be done without a cost to the County.” Can the County further explain what type of support is needed or provide examples of what your current financial institution has done in the past?

Answer: The tax office is not investing at this time.

Question 47: What scanner model/type does the County currently use for remote deposit? Does the County own or lease

Answer: The Tax Office uses TellerScan 240 – 50 DPM

Question 48: Are the “courier charges” listed on Exhibit E for cash deposits or related to lockbox work?

Answer: The tax office uses a bank courier for lockbox work and change orders

Question 49: What armored courier does the County use for cash deposits?

Answer: The tax office uses a bank courier for lockbox work and change orders

Question 50: Does the County hold the armored courier contract

Answer: Currently, yes.

Question 51: How many deposit locations does the County have?

Answer: The tax office has 6 locations. All other locations not including the Tax Office currently is 7.

Question 52: Exhibit E – please explain the following:

- a. Third party pass thru fee
- b. ARP-Postage
- c. ACH – Bank Initiated: is this manual vs Direct Send option?
- d. Qrecon

Answer: These are not utilized by the Tax office These services are not utilized by FBC at this time.

Question 53: Can the County provide transaction volume information for the “no fee accounts”? Even though there are not to be fees, it will be helpful for banks to know what kind of activity volumes occur in these accounts.

Answer: The Tax office does not have any “no fee accounts” At this time, a good estimate are a combination of lines 6 & 7 in Exhibit E.

Question 54: 27.1.2 Does the County use their current bank’s money market mutual fund option? If yes, is it an automated sweep as referenced in 27.13?

Answer: The tax office does not at this time. FBC does not utilize this option currently.

Question 55: Reference (DEX) number – Will this be in the coupon scanline?

Answer: This is an identifier assigned by the lockbox company; not in scanline

Question 56: Mail Receipt – Does Fort Bend County currently have a Caller Box to receive mail?

Answer: No

Question 57: Does Fort Bend County currently receive exceptions back via paper?

Answer: Yes, the tax office does

Question 58: May respondents provide ideas to improve the current lockbox processing environment to increase efficiency?

Answer: Yes

Question 59: How will Fort Bend County look for your depository institution to process lockbox items received after post mark cutoff?

Answer: Process using current month's receipt date

Question 60: What indicator does Fort Bend County use to indicate the batch type?

Answer: This is internal to the lockbox vendor

Question 61: Is remitter name and address required in lockbox data file? If yes, can Fort Bend County provide a match file?

Answer: No, the tax office does not have the remitter name and address in the lockbox data file.

Question 62: Will Fort Bend County supply an open tax record file that includes current open tax payments and delinquent tax payments? Will this file be supplied to the bank on a daily basis?

Answer: No, data file is built and Tax Office will deal with any over or underpayments

Question 63: Please provide Attachment U

Answer: Not available at this time

Question 64: Electronic Data Interchange Services (EDI): Are you also receiving Notification of Change (NOC) and Returns via EDI? Is this something the County would like to explore?

Answer: The tax office receives these for echeck returns. For normal checks we receive a paper notification.

Question 65: Can the CD or flash drive have multiple files (e.g. RFP response, pricing document, legal comments, etc.) or does the County require that the response be consolidated to one file?

Answer: The Treasurer's Office prefers separate files.

Question 66: Safekeeping: Please provide an estimate of the amount and type of securities Fort Bend County typically keeps in safekeeping.

Answer: The county requires 110% over daily balance. This changes as our balances changes. We have all securities thru the Federal Home Loan Bank of Dallas.

Question 67: Online Payment Web Service: Please provide examples of the platforms that Fort Bend County would like for online payment web service.

Answer: The tax office uses another vendor for online payments

Question 68: Would Fort Bend County like for respondents to provide Bank security information or data protection information?

Answer: Yes

Question 69: Please provide volumes or accounts and services for each of the type of “no fee” accounts:

Answer:

- *Passbook Savings – we have 6 pending forfeiture accounts that we deposit money in as the agencies bring in money. As the courts decide who gets to keep the money we then request cashier checks cut to pay the money out.*
- *County Clerk Registry Funds - 1 Only one account for these four accounts*
- *County Clerk Cash Bonds-1*
- *District Clerk Registry Fund-1*
- *District Clerk Cash Bonds-1*

Question 70: Will there be a separate depository services agreement entered into between Fort Bend County and your depository institution?

Answer: Currently a signature card is executed for each account.

Question 71: Will Fort Bend County agree to a future date beyond the termination date of the Services at which Cadence is no longer obligated to indemnify Fort Bend County e.g., 2 years from the date of termination of the Services?

Answer: Unable to determine at this time.

Question 72: Does the indemnification obligation in this section apply to financial services contractors?

Answer: Yes.

Question 73: Can FBC provide examples of the “depository pledge contract” and the “appropriate contract” mentioned in this section?

Answer: Unable to provide.

Question 74: In the 1st sentence, does the County require 20 or 6 non-interest bearing accounts?

Answer: 6

Question 75: Will Fort Bend County comply with your depository institution’s wire transfer security procedures, or do you have security procedures that you wish to follow?

Answer: FBC currently follows a security procedure option with current bank.

Question 76: Is a request via *email* for an extension to the three-day timeframe acceptable?

Answer: Not at this time.

Question 77: Summary of pledge requirements: will Fort Bend County require its depository institution to pledge collateral for those funds held in a money market mutual fund?

Answer: Currently this is not applicable, possible on future agreements.

Question 78: Are Average Mutual Balance amounts those that are currently swept to Money Market Mutual Funds?

Answer: Currently this is not applicable.

Question 79: Non Interest Bearing Accounts – Do these balances currently utilize Earnings Credit Rate (ECR) to offset fees?

Answer: Currently this is not applicable.

Question 80: Does Fort Bend County expect for your depository institution to contract directly with an armored car service for coin and currency?

Answer: Currently FBC holds an armored courier contract that is near proximity and operates during normal business hours.

Question 81: Expense handling: Please elaborate on the return check charges and postage due charges. Are these fees currently included in the County’s Account Analysis statement?

Answer: Currently, return checks are not included in the Account Analysis statement and we do not have postage due charges. FBC is not charged fees for these services at this time.

Question 82: What settlement period (monthly, quarterly, yearly) does Fort Bend County expect for Account Analysis settlement?

Answer: Currently Account Analysis is monthly.

Question 83: Does Fort Bend County currently have current and prior day information reporting via an online cash management portal? Can the County provide volumes of transactions reporting?

Answer: Yes, the tax office utilizes an online cash management portal.

Question 84: Does Fort Bend County currently utilize Elockbox services? If so, please provide volumes.

Answer: The tax office does not utilize elockbox at this time.

Question 85: Please provide implementation timeframe. Does Fort Bend County intend to go-live with all applications by October 1, 2020?

Answer: Yes